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# Benchmarking Initiative

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Carousel



Contracting



Financial Management



Human Capital



IT Management



Procurement Administrative Lead Time (PALT)



Real Property



Tenant Satisfaction Survey Tool (After...



Benchmarking Metric Definitions

ABOUT THIS REPORT

Welcome to the Federal Government’s source for reliable cross-agency management benchmarks. The website gives users full access to cost, quality and customer satisfaction data provided by all 24 CFO Act agencies and more than 150 of their bureaus/components. The dataset covers 20 service areas across five mission-support functions: Contracting, Financial Management, Human Capital, IT Management and Real Property.

Users have a range of options for viewing and analyzing the benchmark data:

Dynamically compare mission-support performance at your agency and bureaus against peers across government

Experiencing issues? If you are a GSA user, submit a ServiceNow (<https://gsa.servicenowservices.com>) ticket. If you are non-GSA, contact [AskD2D@gsa.gov](mailto:AskD2D@gsa.gov) (<mailto:AskD2D@gsa.gov>).

Identify drivers of customer satisfaction within your agency

Estimate the “return on investment” for mission-support services using cost-quality comparisons

Integrate the benchmarks into your agency decision processes and presentations by downloading data and charts with one click



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## REPORT FILES

Report Files:

 [PMA Metric List and Definitions\\_update\\_7.15.2021.xlsx](https://d2d.gsa.gov/system/files/PMA%20Metric%20List%20and%20Definitions_update_7.15.2021.xlsx) ([https://d2d.gsa.gov/system/files/PMA%20Metric%20List%20and%20Definitions\\_update\\_7.15.2021.xlsx](https://d2d.gsa.gov/system/files/PMA%20Metric%20List%20and%20Definitions_update_7.15.2021.xlsx)).

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Dataset

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### **BENCHMARKS INITIATIVE DATA DOWNLOAD**

</dataset/benchmarks-initiative-data-download>

The Mission-Support Benchmarking dataset provides efficiency and operational quality data for all 24 CFO Act agencies, including more than 150 of their bureaus/components.

## CONTACT

**[BENCHMARKS@GSA.GOV](mailto:benchmarks@gsa.gov)**

[benchmarks.gsa.gov](mailto:benchmarks.gsa.gov) (<mailto:benchmarks.gsa.gov>).



# Contracting Benchmarking

Welcome!  
This page will help you navigate the various dashboards. Please click on any of the arrows below to access the corresponding visualizations. If you would like to come back to this page, please click on home icon located on the top right of each dashboard.

## Benchmark Cost & Quality



### 2021 Values

Compare your agency to other agencies



Compare your components to other agencies' components



### Trends

View changes in your agency's metric values



View trends of your agency's components



## Understand Customer Priorities



For Mission-Support Customer Satisfaction Survey (CSS) results, please click the link below:

<https://d2d.gsa.gov/report/mission-support-customer-satisfaction-survey>

## Explore Cost-Quality Tradeoffs & Rankings



### Cost vs. Quality

Compare cost and satisfaction among agencies




Compare cost and satisfaction among components



### Scores & Rankings

Compare your agency's scores and rankings across metrics



Please contact [benchmarks@gsa.gov](mailto:benchmarks@gsa.gov) if you need help with this report. 

# Financial Management Benchmarking

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## Benchmark Cost & Quality



### 2016 Values

- Compare your agency to other agencies →
- Compare your components to other agencies' components →

### Trends

- View changes in your agency's metric values →
- View trends of your agency's components →

## Understand Customer Priorities



For Mission-Support Customer Satisfaction Survey (CSS) results, please click the link below:  
<https://d2d.gsa.gov/report/mission-support-customer-satisfaction-survey>

## Explore Cost-Quality Tradeoffs & Rankings




### Cost vs. Quality

- Compare cost and satisfaction among agencies →
- Compare cost and satisfaction among components →

### Scores & Ranking

- Compare your agency's scores and rankings across metrics →

Please contact [benchmarks@gsa.gov](mailto:benchmarks@gsa.gov)  if you need help with this report.

# Human Capital Benchmarking

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## Benchmark Cost & Quality



### 2021 Values

Compare your agency to other agencies



Compare your components to other agencies' components



### Trends

View changes in your agency's metric values



View trends of your agency's components



## Understand Customer Priorities



For Mission-Support Customer Satisfaction Survey (CSS) results, please click the link below:

<https://d2d.gsa.gov/report/mission-support-customer-satisfaction-survey>

## Explore Cost-Quality Tradeoffs & Rankings



### Cost vs. Quality

Compare cost and satisfaction among agencies




Compare cost and satisfaction among components



### Scores & Rankings

Compare your agency's scores and rankings across metrics



Please contact [benchmarks@gsa.gov](mailto:benchmarks@gsa.gov)  if you need help with this report.

# Information Technology Benchmarking

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## Benchmark Cost & Quality



### 2016 Values

Compare your agency to other agencies



Compare your components to other agencies' components



### Trends

View changes in your agency's metric values



View trends of your agency's components



## Understand Customer Priorities



View profile of survey respondents



View customer satisfaction scores at the agency level



View customer satisfaction scores at the component level



View customer satisfaction scores across functions



View importance scores



## Explore Cost-Quality Tradeoffs & Rankings



### Cost vs. Quality

Compare cost and satisfaction among agencies



Compare cost and satisfaction among components



### Scores & Rankings

Compare your agency's scores and rankings across metrics



Please contact [benchmarks@gsa.gov](mailto:benchmarks@gsa.gov) if you need help with this report.





# Real Property Benchmarking

Welcome!  
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## Benchmark Cost & Quality



### 2021 Values

Compare your agency to other agencies



Compare your components to other agencies' components



### Trends

View changes in your agency's metric values



View trends of your agency's components



## Understand Customer Priorities



The Survey measures satisfaction with specific building attributes, including Building Condition, Personal Workspace, Cleanliness, Elevators, and Security.

To access Tenant Satisfaction Survey Results click link below:  
<https://d2d.gsa.gov/report/benchmarking-initiative>


## Explore Cost-Quality Tradeoffs & Rankings



### Scores & Rankings

Compare your agency's scores and rankings across metrics



Please contact [benchmarks@gsa.gov](mailto:benchmarks@gsa.gov)  if you need help with this report.



This tool was created to visualize results from the Tenant Satisfaction Survey (TSS). It uses a series of dashboards to demonstrate how agencies and their buildings rate across various question categories using 2019 data as well as the previous two years of data. The TSS tool is accessible to anyone with a max.gov ID.

Table of Contents

(Navigate to the different dashboards by clicking on tabs along top of workbook or by using the icon links below)

Agency and Bureau Level Dashboards Intended for executives and portfolio managers	Building Level Visualizations Intended for building managers and survey takers who would like..	Miscellaneous links General survey links for all users
Executive Agency Summary	Satisfaction by Building	Appendix
Bureau Summary	Low Satisfaction Factors	Survey Questions
Satisfaction Trend	Building Comment Analysis	Download the TSS Data
Satisfaction by Geography	Agency Comment Analysis	Watch the TSS Video Tutorial
Satisfaction by Legal Interest		Please leave your TSS tool feedback here:
Bureau Satisfaction by Legal Interest		For questions regarding this report, please email: <a href="mailto:TSScustomerservice@research.gsa.gov">TSScustomerservice@research.gsa.gov</a>
Regression Analysis		

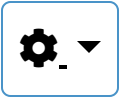


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Definitions

PMA Metric

**Human Capital Metric Definitions:**

Metric	Data Elements	Definitions & Sources
Ratio of Human Capital Spending to Agency Obligations by Select Object Class Formula: $x = (a)/(b)$	(a) Numerator: Total Cost of HC to the Agency	Total Cost of HC to the Agency includes agency inputs (using their FY 2020 costs) for HR Salaries/Benefits/Overhead/G&A, HRIT, Outsourcing, and Shared Service Center Fees across Human Capital Service Areas. The data for HC cost comes from agencies' submission in OMB MAX.
	(b) Denominator: Agency Adjusted Obligations	Agency Adjusted Obligations is defined as the agency's FY 2020 budget data collected from the FY 2021 President's Budget Submission. They include 3 of the 5 Major Object Classes addressed in OMB's Circular A-11 (Major Object Classes 10, 20 and 30). The exclusion of Major Object Classes 40 and 90 accomplishes the exclusion of discretionary benefit programs such as discretionary grants, while at the same time excluding mandatory benefits such as Medicaid grants to States and Medicare payments. In addition, some adjustments were made for Revolving Funds (taking out Reimbursable Obligations that might duplicate Direct Obligations for transactions within an agency, where components of the agency purchase goods and services through Revolving Funds). These adjustments were made to minimize double-counting of spending within any agency. Agencies adjusted obligations data come directly from OMB.
Agency HC Cost per Employee Served Formula: $x = (a)/(b)$	(a) Numerator: Total Cost of HC to the Agency	Total Cost of Human Capital to the Agency includes agency inputs for HR Salaries/Benefits/Overhead/G&A, HRIT, Outsourcing, and Shared Service Center Fees across all Human Capital Service Areas.
	(b) Denominator: Number of Employees Receiving W-2s	Number of Employees Served is the number of employees receiving a W-2 as of January 31, 2021 for 2020.* The data come from agencies' submissions in OMB MAX.
Agency HC Servicing Ratio Formula: $x = (a)/(b)$	(a) Numerator: Number of Employees Receiving W-2s	Number of Employees Served is the number of employees receiving a W-2 as of January 31, 2021 for 2020.* The data come from agencies' submissions in OMB MAX.
	(b) Denominator: Number of Agency HR Personnel	Number of Agency HR Personnel is the sum of Federal HR and HRIT employees and non-Federal staff augmentation contractors and shared services providers who solely perform HR or HRIT work as their main job function and report directly to the HR organization.
HRIT Cost per Employee Served Formula: $x = (a)/(b)$	(a) Numerator: HRIT Spend	Total HRIT Spend includes the cost to develop, maintain, and operate HRIT systems. HRIT Spend does not include total fees paid to an HR LOB shared service center or payroll provider.
	(b) Denominator: Number of Employees Receiving W-2s	Number of Employees Served is the number of employees receiving a W-2 as of January 31, 2021 for 2020.* The data come from agencies' submissions in OMB MAX.

<p>HR Provided Training and Development Cost per Employee Served</p> <p>Formula: <math>x = (a)/(b)</math></p>	<p>(a) Numerator: HR Provided Training and Development Service Area Costs</p>	<p>HR Provided Training and Development Costs are as defined in Talent Development in the HCBRM. Note that this definition includes all training and development activities provided by the HR organization such as travel (local and non-local), lodging, per diem, meals, &amp; etc.</p>
	<p>(b) Denominator: Number of Employees Receiving W-2s</p>	<p>Number of Employees Served is the number of employees receiving a W-2 as of January 31, 2021 for 2020.* The data come from agencies' submissions in OMB MAX.</p>
<p>Total Training and Development Cost per Employee Served</p> <p>Formula: <math>x = (a)/(b)</math></p>	<p>(a) Numerator: Total Training and Development Service Area Costs</p>	<p>Total Training and Development Costs - Includes both HR Provided and Mission Provided Training and Development Costs across the organization. However, to avoid double counting, mission specific training delivered outside the HR organization, such as Law Enforcement Academies, were reported by the agency paying the fees to those academies, not by the agency providing the service. If the academy does not offer a recovery basis, then the academy should report its costs and the number of students serviced.</p>
	<p>(b) Denominator: Number of Employees Receiving W-2s</p>	<p>Number of Employees Served is the number of employees receiving a W-2 as of January 31, 2021 for 2020.* The data come from agencies' submissions in OMB MAX.</p>
<p>Recruiting and Hiring Cost per Position Filled</p> <p>Formula: <math>x = (a)/(b)</math></p>	<p>(a) Numerator: Recruiting and Hiring (Talent Acquisition) Service Area Costs</p>	<p>Recruiting and Hiring Costs (defined as Talent Acquisition in the HC BRM) include HR Salaries/Benefits/Overhead/G&amp;A, HRIT, Outsourcing, and Shared Service Center Fees required to "establish internal programs and procedures for attracting, recruiting, assessing, selecting and onboarding high quality employees with the right skills and competencies, from all segments of society, in accordance with merit systems principles." Note: Recruiting and Hiring Costs should include costs to provide federal internships and employment opportunities for students and recent graduates, including but not limited to internship programs, recent graduates programs, and Presidential Management Fellows programs.</p>
	<p>(b) Denominator: Total Number of Positions Filled</p>	<p>The Total Number of Positions Filled includes the sum of all types of accessions and non-accessions completed for fiscal year 2020. Includes new hires, transfers, promotions, and conversions, among others. In certain rare cases, agencies include additional hiring actions in the number of external positions filled that are not considered accessions in Fedscope. (IPAs at SBA and locally-employed overseas staff at USAID) The data come from agencies' submissions in OMB MAX.</p>
<p>Recruiting and Hiring Cost per External Position Filled</p> <p>Formula: <math>x = (a)/(b)</math></p>	<p>(a) Numerator: Talent Acquisition Service Area Costs</p>	<p>Recruiting and Hiring Costs (defined as Talent Acquisition in the HC BRM) include HR Salaries/Benefits/Overhead/G&amp;A, HRIT, Outsourcing, and Shared Service Center Fees required to "establish internal programs and procedures for attracting, recruiting, assessing, selecting, and onboarding high quality employees with the right skills and competencies, from all segments of society, in accordance with merit systems principles." Note: Recruiting and Hiring Costs should include costs to provide federal internships and employment opportunities for students and recent graduates, including but not limited to internship programs, recent graduates programs, and Presidential Management Fellows programs.</p>
		<p>The Number of External Positions Filled includes accessions completed for</p>

	(b) Denominator: Total Number of External Positions Filled	fiscal year 2020 as defined in Fedscope. In certain rare cases, agencies included additional hiring actions in the number of external positions filled that are not considered accessions in Fedscope (IPAs at SBA and locally-employed overseas staff at USAID). The data come from agencies' submissions in OMB MAX. NOTE: This definition does not include internal hiring actions that were accomplished via competitive processes.
Certificate Use Rate Formula: $x = (a)/(b)$	(a) Numerator: Number of certificates of eligibles from which a selection was made	Number of Certificates of Eligibles from which a selection was made as part of HCBRM A2.3 Candidate Assessment and Selection: The total number of certificates of eligibles generated from a register and submitted to an appointing officer for employment consideration (for example SF-39) from which a selection was made
	(b) Denominator: total number of certificates of eligibles generated	Total Number of Certificates of Eligibles Generated - The total number of certificates of eligibles generated from a register and submitted to an appointing officer for employment consideration (for example SF-39).
Compensation and Benefits Cost per Employee Served Formula: $x = (a)/(b)$	(a) Numerator: Compensation and Benefits Costs	Compensation and Benefits, defined by the HCBRM A5, includes the total of (a) A5.1 Compensation Management, A5.2 Work Schedule and Leave Management, A5.3 Benefits Management and Work-Life Wellness/Employee Assistance Programming
	(b) Denominator: Number of Employees Receiving W-2s	Number of Employees Served is the number of employees receiving a W-2 as of January 31, 2021 for 2020.* The data comes from agencies' submissions in OMB MAX.
Separation and Retirement Cost Per Employee Served Formula: $x = (a)/(b)$	(a) Numerator: Separation and Retirement Costs	Separation and Retirement as defined by the HCBRM A6.
	(b) Denominator: Number of Employees Receiving W-2s	Number of Employees Served is the number of employees receiving a W-2 as of January 31, 2021 for 2020.* The data comes from agencies' submissions in OMB MAX.
HC Strategy Analytics and Evaluation Cost Per Employee Served Formula: $x = (a)/(b)$	(a) Numerator: HC Strategy Analytics and Evaluation Costs	HC Strategy Analytics and Evaluation includes the total of (a) A1 Human Capital Strategy, Policies, and Operations Plan, (b) A9 Workforce Analytics and Employee Records, and (c) A10 Agency Human Capital Evaluation
	(b) Denominator: Number of Employees Receiving W-2s	Number of Employees Served is the number of employees receiving a W-2 as of January 31, 2021 for 2020.* The data comes from agencies' submissions in OMB MAX.
Employee and Labor Relations Cost Per Employee Served Formula: $x = (a)/(b)$	(a) Numerator: Employee and Labor Relations Costs	Employee and Labor Relations as defined by the HCBRM (a) A7 Employee Relations and Continuous Vetting (excluding A7.5 Continuous Vetting) and (b) A8 Labor Relations.
	(b) Denominator: Number of Employees Receiving W-2s	Number of Employees Served is the number of employees receiving a W-2 as of January 31, 2021 for 2020.* The data comes from agencies' submissions in OMB MAX.
Employee Performance Management Costs	(a) Numerator: Employee Performance Management Costs	Employee Performance Management as defined by the HCBRM A4.

Employee Performance Management Costs per Employee Served Formula: x = (a)/(b)	(b) Denominator: Number of Employees Receiving W-2	Number of Employees Served is the number of employees receiving a W-2 as of January 31, 2021 for 2020.* The data comes from agencies' submissions in OMB MAX.
*In certain rare cases, agencies have included additional employees who did not receive a W2.		
HC Cost Component Definitions:		
HR Processing - HR Processing is defined as the comprehensive processing of Personnel Action Requests (PARs) using SF-52s and SF-50s with all of their associated forms in compliance with the OPM Guide to Processing Personnel Actions. PAR Processing includes any help desks, contact centers, and system data exchanges between the Agency and their HR and Payroll Shared Service Providers and OPM for EHRI and eOPF.		
HR Employees’ Salaries and Benefits - This should include all employees residing in HR organizations throughout the agency and be broken out according to the segments defined below. This should not include HRIT employees as those are to be included in the HRIT spend. Also note that EEO and Diversity and Inclusion are not included anywhere in this reporting.		
Overhead/G&A - (may include items such as office supplies, building fees, printing/mailing costs, etc.) We recommend that agencies utilize their HR budgets or financial systems to obtain cost data. If you are unable to obtain cost data through those two sources we would recommend that you use the OMB prescribed rates for the civilian full fringe rate and for overhead costs. Please note there are different rates for employees such as Air Traffic Controllers, Firefighters, and Law Enforcement.		
HRIT Federal Salaries Benefits, Overhead/G&A - This should include all HRIT federal employees that support anything related to HRIT services and systems. HRIT Contracting/Outsourcing Spend - Cost to develop, maintain, and operate HRIT systems. Costs should include HRIT-specific outsourcing/contractor costs and other (You may use the cost information you provide in your OMB Exhibit 53 or the information you provided during the most recent HR LOB Cost Benefit Analysis; however, please be sure that fees paid to an HR LOB shared service or payroll provider and non-IT contractor costs are reported separately below.) Per the OMB 53 guidelines, salaries, benefits, and overhead/G&A for IT employees that work for the HR organization and are responsible for HRIT systems employees should be included in the HRIT cost.		
Shared Service Provider Fees - Total annual fees paid to a Federally Recognized HR LOB Shared Service Center or Payroll Provider or costs paid to other agencies for services like USAJobs and USAStaffing or other talent management systems, Learning Management System costs, case management system costs, etc. These fees should be reported in the appropriate section (Recruiting and Hiring, Training and Development, etc.).		
Outsourcing/Contractor Costs - Outsourcing costs are any costs related to services you obtain from either another Federal entity or a private sector organization.		

**Contracting Metric Definitions:**

Metric	Data Elements	Definitions and Sources
Cost to Spend Ratio	<p>Formula: x = (a)/(b)</p> <p>(a) Numerator: Total Costs. This is made up of: (Adjusted Pay + Agency Specified Contracting Support Contractor Obligations + Total B554 Obligations + Total D314 Obligations + Total R707 Obligations + Salary Burden Factor + Total Other Direct Costs)</p> <p>(b) Denominator: Total Procurement Obligations</p>	<p>Contracting Program Cost includes salary, benefits, training, supplies, and travel for employees classified as 1102s, 1105s, and 1106s. It also includes costs associated with any acquisition contractor support within an agency. Total Procurement Obligations data is provided by Federal Procurement Data System.</p> <p>Note: Adjusted Pay is determined by applying a burden factor to Adjusted Salaries. Adjusted Salaries come from Fedscope and the burden factor is 32.85% unless an alternative was identified by the agency and used in previous years.</p> <p>Note: Starting with FY2017, for GSA and SBA, we excluded employee salaries for procurement</p>



	(b) Denominator: Total Procurement Obligations (Procurement Obligations and Actions FPDS Report)	support provided to other agencies and small businesses to more accurately reflect costs to service their agencies. Therefore, for these two agencies, the Cost to Spend ratio values before FY2017 are not comparable to FY2017 values and for subsequent years.
Spend Under Management	Spend Under Management (SUM)	<p>Obligation (in millions) on contracts that meet defined criteria for management maturity and data sharing. SUM is defined by a tiered maturity model, which includes three tiers that address five attributes: leadership, strategy, data, tools, and metrics.</p> <p>GSA will pull this data directly from the Category Management Oversight &amp; Performance Management Tool found here: <a href="https://d2d.gsa.gov/report/executive-summary-dashboard">https://d2d.gsa.gov/report/executive-summary-dashboard</a> (<a href="https://d2d.gsa.gov/report/executive-summary-dashboard">https://d2d.gsa.gov/report/executive-summary-dashboard</a>).</p>
Procurement Administrative Lead Time (PALT)	<p>Formula: <math>x = (a)/(b)</math></p> <p>(a) Numerator: Sum of calendar days between Solicitation date and Award date</p> <p>(b) Denominator: Total Transaction Count</p>	This metric is derived by counting the number of calendar days between the Solicitation Issue Date and the Award Date of a contract. Agency and Bureau results will be reported as the number of days divided by transaction count.
Percent of Contracting Professionals Encouraged to Come Up with New and Better Ways of Doing Their Jobs	Not Applicable	This metric is the result of responses by contracting professionals (i.e., those in the GS-1102, 1105, and 1106 series) to the question in the FEVS, "I feel encouraged to come up with new and better ways of doing things."
Percent of Contracting Professionals Who Feel High Quality Work Was Produced PRIOR to the Pandemic	Not Applicable	This metric is the result of responses by contracting professionals (i.e., those in the GS-1102, 1105, and 1106 series) to the question in the FEVS, "Prior to the covid-19 pandemic, My work unit produced high quality work."
One Bid Rate for Competitive Acquisitions for Orders	<p>Formula: <math>x = (a)/(b)</math></p> <p>(a) Numerator: Competed Dollars for Orders (one-bid)</p> <p>(b) Denominator: Total Competed Dollars for Orders</p>	This metric is derived by dividing dollars competed for orders resulting in one bid (as identified in the Competitive Procedures, But One Offer Report in Federal Procurement Data System (FPDS)) by the total dollars competed for orders as identified in the Competition Report in FPDS.
One Bid Rate for Competitive Acquisitions for Contracts	<p>Formula: <math>x = (a)/(b)</math></p> <p>(a) Numerator: Competed Dollars for Contracts (one-bid)</p> <p>(b) Denominator: Total Competed Dollars for Contracts</p>	This metric is derived by dividing dollars competed for contracts resulting in one bid (as identified in the Competitive Procedures, But One Offer Report in Federal Procurement Data System (FPDS)) by the total dollars competed for contracts as identified in the Competition Report in FPDS.
	Formula: $x = (a)/(b)$	



Overall One Bid Rate for Competitive Acquisitions	(a) Numerator: Total Competed Dollars Resulting in One-Bid  (b) Denominator: Total Competed Dollars	This metric is derived by dividing total dollars competed resulting in one bid (as identified in the Competitive Procedures, But One Offer Report in Federal Procurement Data System (FPDS) by the total dollars competed as identified in the Competition Report in FPDS.
Overall Employee Engagement Index for Contracting Professionals	Not Applicable	This metric is derived from Government-wide data collected through Office of Personnel Management's annual Federal Employee Viewpoint Survey (FEVS) and is the average of the responses to relevant FEVS questions for the GS-1102, 1105, and 1106 series employees.
Percent of Contracting Professionals Who Feel High Quality Work Was Produced DURING the Pandemic	Not Applicable	This metric is the result of responses by contracting professionals (i.e., those in the GS-1102, 1105, and 1106 series) to the question in the FEVS, "During the covid-19 pandemic, My work unit has produced high-quality work."

**Information Technology Metric Definitions:**

Metric	Data Elements	Definitions & Sources
Efficiency Metrics		
Network Storage Refresh Year (Y/N)	Not Applicable	Was the reporting year a "refresh year" or were any major new investments in network storage made in the reporting year?
Unlimited Network Storage Capacity (Y/N)	Not Applicable	Is the network storage capacity unlimited?
Desk Top Services Refresh Year (Y/N)	Not Applicable	Was the reporting year a "refresh year" or were any major new investments in desktop services made in the reporting year?
Email Refresh Year (Y/N)	Not Applicable	Was the reporting year a "refresh year" or were any major new investments in Email made in the reporting year?
Help Desk Services Refresh Year (Y/N)	Not Applicable	Was the reporting year a "refresh year" or were any major new investments in Help Desk Services made in the reporting year?
Email System	Choices are: Google, Microsoft 365 (i.e., cloud), Microsoft Exchange Server (On-premise or Self-Managed), Other Cloud, Other On-Premise or Self-Managed	Please identify which email solution is implemented for this component.
Email Inbox Max Storage	Not Applicable	Maximum mailbox size for standard user accounts
Total Number of Desktop Configurations	Not Applicable	A desktop configuration is a unique compilation of desktop computer hardware, operating system, applications, network and security settings, environment variables, and other attributes that compose an individual desktop system.
IT Development, Modernization & Enhancement Spend as a share of IT Operations & Maintenance Spend	IT Development, Modernization & Enhancement Spend, IT Operations & Maintenance Spend	This information is provided from OMB.
	End-user support (Y/N)	Total Help Desk Cost includes end-user information and support within the agency. Does not include costs related to answering external customer inquiries, such as call centers for citizen information. Help Desk Services involves the

	Cost per Help Desk Ticket	Formula: $x = (a)/(b)$	operation of a service center to respond to government and contract employees' end user device and software support needs (includes, but is not limited to, costs related to employees, contractors and ticket management software).
		(a) Numerator: Total Help Desk Spend (\$M)	Total Help Desk Tickets includes number of tickets opened. It is simply the sum of the Total Tier 1 Help Desk Tickets reported plus the Total Help Desk Tickets Above Tier 1. Data comes from IDC (Integrated Data Collection, run by OMB E-Gov office). Total Help Desk Spend is defined as:
		(b) Denominator: Total Help Desk Tickets	Individual cost fields should be reported in each of the following categories: Government Personnel Costs, Contracting Costs, Hardware Costs, Shared Service Provider Costs, and Other Costs.
	Cost per desktop end user - using new denominator of agency staff count from IDC	Formula: $x = (a)/(b)$	Desktop Services Cost includes end user systems and servicing including hardware (desktops and laptops), peripherals (local printers, shared printers, and scanners), and software (PC operating systems, office automation suites, messaging and groupware). End Users count derived from agency reported staff counts provided by the IDC data collection. Desktop levels of service vary per component and Agency, and costs may be correlated to those levels. Due to the way the agency reported staff counts were collected through the IDC data collection, we only have data available for 2013 and 2016.
		(a) Numerator: Total desktop cost in millions of dollars	
		(b) Denominator: Total number of end users (Federal Employees + Contractors + Others). Note: 'Others' was only included if there was a specific request made by the agency.	
	Cost per TB of Network Storage	Formula: $x = (a)/(b)$	Network Storage Costs are those online storage costs associated with any data processing environment (such as production, backup, DR/COOP, test, development, etc.). Network Storage Costs includes hardware, software, disaster recovery, outsourcing, and personnel. Total Network Storage Capacity is the number of terabytes (TB) of online storage available to your bureau/division/component/mode, etc. Network storage levels of service vary widely (guaranteed uptime, redundancy, etc.), which may be a significant driver of cost. Data comes from IDC (Integrated Data Collection, run by OMB E-Gov office).
		(a) Numerator: Total Network Storage Spend (\$M)	Individual cost fields should be reported in each of the following categories: Government Personnel Costs, Contracting Costs, Shared Service Provider Costs, and Hardware Costs, and Other Costs.
		(b) Denominator: Total network storage (in TB)	
	Cost per Email Inbox	Formula: $x = (a)/(b)$	Electronic mail ("Email") costs are the costs associated with the exchange of computer generated and stored messages by telecommunication. An email can be created manually via messaging applications or dynamically/programmatically such as automated response systems. For Agencies that have outsourced email services to another agency or vendor, this is the obligation for email related costs.
		(a) Numerator: Total Spend on Email (\$)	Costs should include the full cost of the non-classified email solution including software licenses, server and communications hardware, equipment, data center allocation/charges, storage, backup solution, and contractors.
		(b) Denominator: Total No. of Email Inboxes	
			Individual cost fields should be reported in each of the following categories: Government Personnel Costs, Contracting Costs, Shared Service Provider Costs, Hardware Costs, and Other Costs.
			Total Number of Email Inboxes is defined as the number of provisioned email inboxes. Data comes from IDC (Integrated Data Collection, run by OMB E-Gov office).
	Operational Quality Metrics		
		Formula: $x = (a)/(b)$	Total Tier 1 Help Desk Tickets is defined as the Number of Tier 1 help desk tickets opened.

Percent of Help Desk Tickets Escalated Above Tier 1	(a) Numerator: Total Help Desk Tickets Above Tier 1	Total Help Desk Tickets Above Tier 1 is defined as the Number of help desk tickets above Tier 1 opened.
	(b) Denominator: Total Tier 1 Help Desk Tickets + Total Help Desk Tickets Above Tier 1	
		Data comes from IDC (Integrated Data Collection, run by OMB E-Gov office).
Help Desk First Contact Resolution Rate (Percent)	Formula: $x = (a)/(b)$	First contact resolution rate is the percentage of help desk contacts that are resolved within the initial contact. Help desk contacts include phone calls and online chats to the help desk. Data comes from IDC (Integrated Data Collection, run by OMB E-Gov office).
	(a) Numerator: Total Number of Help Desk contacts resolved during the first contact	
	(b) Denominator: Total Number of Help Desk contacts	
Help Desk Abandonment Rate (Percent)	Formula: $x = (a)/(b)$	Help desk abandonment rate is the percentage of help desk contacts that are abandoned by the caller/requester before a help desk agent responds. Help desk contacts include phone calls and online chats to the help desk. Data comes from IDC (Integrated Data Collection, run by OMB E-Gov office)
	(a) Numerator: Total Number of help desk contacts that are abandoned before response	
	(b) Denominator: Total Number of Help Desk contacts	
Help Desk Speed to Answer (Seconds)	Not Applicable	Help desk speed to answer is the time, in seconds, that it takes for a help desk agent to make an initial response to the caller/requester. Help desk contacts include phone calls and online chats to the help desk. Data comes from IDC (Integrated Data Collection, run by OMB E-Gov office).
Network Storage Percent Uptime (Percent)	Not Applicable	Indicate the percent of time that network storage was available to users, calculated by dividing the total number of hours that network storage was available to users by the number of hours network storage was required to be available to users. Planned outages in which notice was given tousers before outage should be included in the count of available hours. Data comes from IDC (Integrated Data Collection, run by OMB E-Gov office).
Overall Employee Engagement Index for the 2210 Job Series	Not Applicable	The overall employee engagement index for the 2210 job series is taken from the results of the FY16 Employee Viewpoint Survey, as administered by OPM.

### Financial Management Metric Definitions:

Metric	Data Elements	Definitions & Sources
Efficiency Metrics		
FM Spend to Adjusted Agency Obligations	Formula: $x = (a)/(b)$	Financial Management Spend includes total dollar amount of direct costs (includes FTEs, Contractors, Systems, and FSSP services) of the Financial Management function. Agency Adjusted Obligations are limited to 3 of the 5 major object classes
	(a) Numerator: Total direct and indirect costs of financial management spend	

	Agency Obligations	(b) Denominator: Agency Obligations by Object Class	addressed in OMB's Circular A-11 (major object classes 10, 20, and 30).
	FM FTE Spend to Total Organizational FTE Spend (%)	Formula: $x = (a)/(b)$	FTE Spend is the dollar amount of salaries and benefits for Financial Management employees. Includes the employees in the Finance Job Series Codes or the equivalent. Does not include programmatic employees (i.e. CO's or COTR's) or FSSP personnel. Total Organizational Spend includes the dollar amount of salaries and benefits across the organization.
		(a) Numerator: Amount of spend on Financial Management FTE	
		(b) Denominator: Amount of total organizational spend on FTE	
	Year-Over-Year FM Cost Change (%)	Formula: $x = (a)/(b)$	Percent change in total FM spend from prior year to current year. Total FM Spend includes personnel, contracts, and shared services costs for the following areas: FM operations, FM Systems, and FM Indirect Costs. (See definition for Metric #1.) Data comes from agencies' Submissions in OMB MAX.
		(a) Numerator: Total financial management costs minus prior year total financial management obligations(b) Denominator: prior year total financial management obligations	
	Initiative Spend (i.e., Cross-gov initiatives like DATA Act) as a % of total FM Spend	Formula: $x = (a)/(b)$	Initiative spend is total dollar amount of spend directed toward or specifically resulting from efforts related to DATA Act and Treasury Initiatives (e.g., GTAS). This amount should not include costs for day-to-day activities of the OCFO but will be a portion of the costs collected from agencies' submissions in OMB MAX. Total FM Spend includes personnel, contracts, and shared services costs for the following areas: FM operations, FM Systems, and FM Indirect Costs.
		(a) Numerator: Initiative Spend (b) Denominator: Total Financial Management Costs	
	Cost Per Invoice (\$)	Formula: $x = (a)/(b)$	The cost of performing the accounts payable function includes routing of Prompt Payment Act invoices for approval, performing quality assurance (QA) validations, certifying payment voucher-schedules, conducting post Treasury confirmations, recording accruals, performing payables research and analysis, processing invoices, certifying payments, maintaining contact lists, tracking contractual terms of payment, verifying proper invoices, matching invoices to receipts, performing month-end payables activities and reporting, and providing customer service and outreach to vendors. This will include payables activities related to charge card and travel payments. For this metric, costs are divided by the number of invoices paid (subject to the Prompt Payment Act). . Data comes from agencies' Submissions in OMB MAX.
		(a) Numerator:Total costs associated with the Accounts Payable function (subject to Prompt Payment Act) (b) Denominator: Number of Invoices Paid (subject to Prompt Payment Act)	
	Number of Invoices Processed per Accounts Payable (AP) FTE (#)	Formula: $x = (a)/(b)$	Number of Invoices Processed: Includes the number of invoices subject to the Prompt Payment Act that were paid during the reporting period. Accounts Payable FTE: Includes the number of FTEs (using 2080 annual hours) and contractors responsible for processing invoices subject to the Prompt Payment Act. Data comes from agencies' Submissions in OMB MAX.
		(a) Numerator: Number of Invoices Paid (subject to Prompt Payment Act) (b) Denominator: Total Accounts Payable FTE Counts	
	Interest Paid on Invoice (%)	Formula: $x = (a)/(b)$	Amount of Interest Paid: Includes the total dollar amount of interest paid due to late payments during the reporting period for invoices subject to the Prompt Payment Act. Amount of Invoices Paid: Includes the total dollar amount of invoices paid during the reporting period for invoices subject to the Prompt Payment Act. Data comes from agencies' Submissions in OMB MAX.
		(a) Numerator: Amount of interest paid on Invoices (Subject to the Prompt Payment Act) (b) Denominator: Amount of Invoices Paid (Subject to the Prompt Payment Act)	
	Invoices Manually Entered into the FM	Formula: $x = (a)/(b)$	Measures the ratio of invoices, subject to the Prompt Payment Act, manually entered to total number of invoices entered
		(a) Numerator: Number of Invoices manually entered (Subject to the Prompt Payment Act) (b) Denominator: Total Invoices Entered (Subject to the Prompt Payment Act)	

Entered into the F.M. System (%)	Prompt Payment Act) (b) Denominator: Number of Invoices Paid (Subject to the Prompt Payment Act)	into the financial system. Data comes from agencies' Submissions in OMB MAX.
Cost Per Receivable Managed (\$)	Formula: $x = (a)/(b)$	The cost of performing the accounts receivable function includes establishing receivables in financial system, creating and sending bills to customer, if applicable, processing payroll offsets for employees, receiving cash receipts/manual payments, posting collections in financial system, generating monthly AR aging (e.g., calculate late fees/interest), performing research, analysis, and reporting, performing customer service and outreach (to the customer agency), generating Treasury Report on Receivables (TROR), etc. For this metric, total receivable costs are divided by the total number of receivables managed. Data comes from agencies' Submissions in OMB MAX.
	(a) Numerator: Total Accounts Receivable (\$)(b) Denominator: Total Receivables Managed	
Number of Receivables Managed per Accounts Receivable FTE (#)	Formula: $x = (a)/(b)$	Total number of receivables managed divided by the total number of accounts receivable FTE as reported from agencies' submissions in OMB MAX
	(a) Numerator: Total Receivables Managed (b) Denominator: Total Accounts Receivable (FTE Count)	
FM Systems Spend to Total IT Spend	Formula: $x = (a)/(b)$	FM systems spend includes personnel, contracts, and shared services costs reported for current year O&M and DM&E categories. FM systems spend data comes from Agencies' Submissions in OMB MAX. Total IT spend is the cost of the Agency IT Investment Portfolio – costs include all Federal budgetary resources (direct appropriation, working capital fund, revolving funds, etc.), but do not include contributions from other agencies (OMB Exhibit 53A). Some agencies exclude assets such as supercomputers or satellite ground stations by categorizing them as facilities rather than IT. IT spend data comes from IDC (Integrated Data Collection, run by OMB E-Gov office) and from Agency FY 2014 budget data collected from the FY 2016 President's Budget submission.
	(a) Numerator: Total Financial Management Systems Costs (b) Denominator: Total IT Spend	
Operational Quality Metrics		
Eligible Debt Referral Rate (%)	Formula: $x = (a)/(b)$	Measures the ratio of (\$) amount of debt transferred to the Treasury Debt Management Service's Treasury Offset Program (TOP), compared to the total amount eligible for transfer. Data come from Agencies' Submissions in OMB MAX.
	(a) Numerator: Amount of Delinquent Debt Referred to TOP	
	(b) Denominator: Amount of Delinquent Debt Eligible for TOP Referral	
Overall Employee Engagement Index for the 501 Job Series	N/A	The overall employee engagement index for the 501 job series is taken from the results of the FY16 Employee Viewpoint Survey, as administered by OPM.

### Real Property Metric Definitions:

Metric	Data Elements	Definitions & Sources
Efficiency Metrics		
O&M Cost per SQ FT - Agency Owned - Office	Formula: $x = (a)/(b)$	All data was taken from the FRPP dataset as reported by the agencies. Higher O&M cost per Square Foot are not necessarily a problem, as they may indicate agencies are investing in facilities to keep them mission-capable. Conversely, very low O&M cost may indicate agencies are underinvesting in assets. Data comes from what agencies submitted in the Federal Real Property Profile.
	(a) Numerator: Owned Office O&M cost	
	(b) Denominator: Total Owned Office Square feet	

	O&M Cost per SQ FT - Agency Owned Warehouse	Formula: $x = (a)/(b)$	All data was taken from the FRPP dataset as reported by the agencies. Higher O&M cost per Square Foot are not necessarily a problem, as they may indicate agencies are investing in facilities to keep them mission-capable. Conversely, very low O&M cost may indicate agencies are underinvesting in assets. Data comes from what agencies submitted in the Federal Real Property Profile.
		(a) Numerator: Owned Office O&M cost	
		(b) Denominator: Total Owned Office Square feet	
	Rent per SQ FT - Direct Leased - Office	Formula: $x = (a)/(b)$	All data was taken from the FRPP dataset as reported by the agencies. Fully loaded direct lease costs should be compared with caution to rent only (i.e., operational costs of lease paid separately) leases. Variation in lease costs may be partially explained by market price changes over time. Data comes from what agencies submitted in the Federal Real Property Profile.
		(a) Numerator: Rent per SQ FT - Direct Leased - Office Total Rent Cost (Leased Cost + Leased Rent)	
		(b) Denominator: Total Square Feet	
	Rent per SQ FT - Direct Leased - Warehouse	Formula: $x = (a)/(b)$	All data was taken from the FRPP dataset as reported by the agencies. Fully loaded direct lease costs should be compared with caution to rent only (i.e., operational costs of lease paid separately) leases. Variation in lease costs may be partially explained by market price changes over time. Data comes from what agencies submitted in the Federal Real Property Profile.
		(a) Numerator: Rent per SQ FT - Direct Leased - Warehouse Total Rent Cost (Leased Cost + Leased Rent)	
		(b) Denominator: Total Square Feet	
	Rent per SQ FT - Occupancy Agreement - Office	Formula:	Includes occupancy agreement buildings (offices only). PBS Portfolio provides an OA "rate" to OGP. This "rate" is defined as:
		Simply just use the "rate" provided by PBS Portfolio	Rate: The “rate” is to be used for internal FTF comparison purposes only and
		OR, if it needs to be in Numerator/Denominator form:	cannot be directly compared to current market rates. Below are the rates
		$x = (a)/(b)$	summed to comprise the “rate”:
		(a) Numerator: Occupancy Agreement "Rate"	Shell Rate
		(b) Denominator: 1	Operating Rate
			TI General Rate
			TI Custom Rate
			RE Tax Rate – base tax only, not annual lump sum tax changes
			GSA Installed Improvements Rate
		Formula:	Includes occupancy agreement buildings (offices only). PBS Portfolio provides an OA "rate" to OGP. This "rate" is defined as:
		Simply just use the "rate" provided by PBS Portfolio	Rate: The “rate” is to be used for internal FTF comparison purposes only and
		OR, if it needs to be in Numerator/Denominator form:	cannot be directly compared to current market rates. Below are the rates

Rent per SQ FT - Occupancy Agreement - Warehouse	x = (a)/(b)	summed to comprise the “rate”:
	(a) Numerator: Occupancy Agreement "Rate"	Shell Rate
	(b) Denominator: 1	Operating Rate
		TI General Rate
		TI Custom Rate
		RE Tax Rate – base tax only, not annual lump sum tax changes
		GSA Installed Improvements Rate
Square Feet per Person (Direct Owned Office Space Only)	Formula: x = (a)/(b)	Personnel is defined as; The total number of full and part time employees who are permanently assigned to a facility; the total number of resident contractors. Resident contractors are those whose primary work location is the facility in question. The term “Resident contractor” excludes janitorial staff, construction workers, movers, security guards, and all other contractors who do not work from a desk and are not typically considered “office workers;” Seasonal hires, interns, and other temporary staff if they predominantly work in the office and are employed, for three months or longer; and Individuals who telework less than five days a week but are permanently assigned to the location are counted.
	(a) Numerator: Square feet of all office space in agency owned offices (excluding offices where no personnel data was collected).	
	(b) Denominator: Personnel numbers entered into MAX Collect	
Square Feet per Person (Direct Leased Office Space Only)	Formula: x = (a)/(b)	Personnel is defined as; The total number of full and part time employees who are permanently assigned to a facility; the total number of resident contractors. Resident contractors are those whose primary work location is the facility in question. The term “Resident contractor” excludes janitorial staff, construction workers, movers, security guards, and all other contractors who do not work from a desk and are not typically considered “office workers;” Seasonal hires, interns, and other temporary staff if they predominantly work in the office and are employed, for three months or longer; and Individuals who telework less than five days a week but are permanently assigned to the location are counted.
	(a) Numerator: Square feet of all office space in direct leased (excluding offices where no personnel data was collected).	
	(b) Denominator: Personnel numbers entered into MAX Collect	
Usable Square Feet per Person (Occupancy Agreement Office Space Only)	Formula: x = (a)/(b)	Personnel is defined as; The total number of full and part time employees who are permanently assigned to a facility; the total number of resident contractors. Resident contractors are those whose primary work location is the facility in question. The term “Resident contractor” excludes janitorial staff, construction workers, movers, security guards, and all other contractors who do not work from a desk and are not typically considered “office workers;” Seasonal hires, interns, and other temporary staff if they predominantly work in the office and are employed, for three months or longer; and Individuals who telework less than five days a week but are permanently assigned to the location are counted.
	(a) Numerator: Usable square feet of all office space occupancy agreement offices (excluding offices where no personnel data was collected).	
	(b) Denominator: Personnel numbers entered into MAX Collect	
Current Portfolio Sq Ft as a Percent of "Reduce the Footprint" Baseline (%)	Formula: x = (a)/(b)	All data was taken from the FRPP dataset as reported by the agencies.
	(a) Numerator: 2016 portfolio Sq Ft (b) Denominator: FY 2015 baseline portfolio Sq Ft	
Overall Employee Engagement Index for the 1640 Job Series	N/A	The overall employee engagement index for the 1640 job series is taken from the results of the FY16 Employee Viewpoint Survey, as administered by OPM.







# Accessibility Aids


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All applets, plug-ins, or other applications required by GSA web pages that are not included on the specific page are found as links from this page. Most of these links are to non-government sources. We do not endorse any of these products; they are listed below for the convenience of our visitors. Address questions about the particular plug-in or file viewer to the respective vendor.


### Adobe Acrobat

Use [Adobe Acrobat](#)  to read Portable Document Format (PDF) files.


### Microsoft Word

Microsoft offers [Doc Viewer](#)  and other converter programs to enable those who do not have Word to open and view Word files.


### Microsoft Excel

Microsoft offers [XLS Viewer Free](#)  to enable those who do not have Excel to view Excel files.

### Microsoft PowerPoint

Microsoft offers [PPTX Viewer](#)  to enable those who do not have PowerPoint to view PowerPoint files.

### WinZip

Zip files are single files, sometimes called “archives,” that contain one or more compressed files. Files with this extension (.zip) require [WinZip](#)  to open and extract them.



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### Federal Acquisition Service (FAS)

As an integral part of GSA, the Federal Acquisition Service (FAS) possesses unrivaled capability to deliver comprehensive products and services across government at the best value possible.

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(<https://d2d.gsa.gov/customer/federal-acquisition-service-fas>).



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### General Services Administration

GSA is launching a nationwide Economic Catalyst Initiative to better align the agency’s building, leasing, and relocation plans with the economic development goals of local communities while also...



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**An official website of the General Services Administration (<https://www.gsa.gov/>)**

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[AskD2D@gsa.gov](mailto:AskD2D@gsa.gov) (<mailto:AskD2D@gsa.gov>)

## Office of the Chief Financial Officer (OCFO)

The Office of the Chief Financial Officer (OCFO) strives to provide excellent budget, analytics, financial management, financial reporting, strategic planning, and performance management services to...

[FOIA requests](https://www.gsa.gov/reference/freedom-of-information-act-foia)

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## Office of Governmentwide Policy (OGP)

OGP's policymaking authority covers the areas of personal and real property, travel and transportation, information technology, regulatory information and use of federal advisory committees.

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## GSA Office of Human Resources Management (OHRM)

The Office Human Resources Management, (OHRM) leads HR support activities for the agency's 12,000 employees.



## GSA Office of the Inspector General (GSA OIG)

GSA Office of the Inspector General (GSA OIG)

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## GSA Office of Mission Assurance

GSA Office of Mission Assurance

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## Office of Small and Disadvantaged Business Utilization (...)

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## Public Buildings Service (PBS)

PBS is the landlord for the civilian federal government, managing over 374 million square feet of workspace for a million federal employees. PBS' mission is to provide effective, mobile, sustainable...

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# Data Practitioners

***Fuel your mind, release your potential!***

GSA Data Strategy:

*“Our success relies on bringing together a talented and diverse workforce, including **data scientists**, real estate experts, architects, acquisition specialists, technologists, and policy analysts - to build a cohesive, customer-focused team”*

**Why Data Science?**

Data science will help you and your organization grow by operationalizing your needs through analysis. Doing so will provide your program effective, timely, actionable and accurate business intelligence to make decisions. This will enhance your customer’s experience as well. Join our community of data practitioners!



**Who are the Data Practitioners?**

Data Practitioners transform and/or integrate data sets to produce insights for decision makers. The level of complexity and type of tools vary, but the end result enables managers, directors, and sr executives across staff and service offices the ability to make better decisions on a myriad of issues.

**What is the Data Science Practitioner Group (DSPG)?**

The DSPG will consist of GSA data practitioners as identified by the Business Line Data Governance Board. They should be individuals that spend some of their time working on data related projects as part of their core duties. The level of tools and sophistication will vary, but if they are considered by their management as the “go-to” person when there is a need to access and manipulate data for information needs, then they should be part of the DSPG. Members of the DSPG will continue to do their core jobs and will work for the same management structure that is in place today.

By formally identifying all those that do this work today, the Chief Data Officer will be able to focus limited resources, training, and tools to this group. They will also have access to the Data Science Virtual Desktop (DSVD) that will provide them with a common platform to perform their work and collaborate with others across.

**How are we building the DSPG through Governance, and who is being included?**

By breaking down data silos, adopting good data governance best practices, offering the right training for a suite of data analytics tools, and defining single systems of records (SORs) GSA will drive data decision making. Also, self-service helps decision makers locate important artifacts of truth about their program, providing real-time data that’s accessible, accurate, actionable and doesn’t require the help of expensive data visualization experts external to GSA.

A data practitioner at GSA is defined as someone who develops and implements business projects that leverage data and data science tools in order to support GSA, our customers, stakeholders, and business line partners. A practitioner does so by collecting, transforming, analyzing, and communicating results in order to build analytics reports and dashboards that inform and aid accurate decision-making. Ultimately the practitioner ensures data provided is consistent, accurate, actionable and of high value to the business.

In addition, a practitioner utilizes current analysis tools and practices, ensures proper data management techniques are implemented, updates data architecture, ensures that common best practices are upheld, champions corporate business rules, and reduces duplication of effort across GSA and upholds data security standards. The Practitioner can use analytic tools to conduct advanced analysis and make recommendations that meet evolving GSA business challenges and needs.

**What is the Data Science Virtual Desktop?**



The DSVD is a virtual GSA desktop that can be used to access data analytics tools and cloud-based data assets in a central environment. The DSVD will be leveraged by the identified DSPG to perform advanced analytics and programming.

**Data Science Training at GSA**

Experiencing issues? If you are a GSA user, submit a **ServiceNow** (<https://gsa.servicenowservices.com>) ticket. If you are non-GSA, contact [AskD2D@gsa.gov](mailto:AskD2D@gsa.gov) (<mailto:AskD2D@gsa.gov>). The purpose of D2D is to provide analytics-as-a-platform capabilities where business lines are given the tools and training necessary to create their own visualizations and analytics and share them with their intended audience. D2D is a cohort-based training program designed to train data practitioners in the core skills of programming, statistics, analytics, portal management, and finally storytelling and briefing. All of these courses are offered free through D2D. For a complete list of classes, please check the Data Analytics Training calendar [here](https://docs.google.com/presentation/d/1og-Ql5LQlhK0iE-olgUQ5blGK3yMe9oD9yVKNwrr_VI/edit#slide=id.g2a6b3d4be1_0_0) ([https://docs.google.com/presentation/d/1og-Ql5LQlhK0iE-olgUQ5blGK3yMe9oD9yVKNwrr\\_VI/edit#slide=id.g2a6b3d4be1\\_0\\_0](https://docs.google.com/presentation/d/1og-Ql5LQlhK0iE-olgUQ5blGK3yMe9oD9yVKNwrr_VI/edit#slide=id.g2a6b3d4be1_0_0)).



While we offer training classes that focus on core data science skills, we also offer a 13-course training program that covers all data science skills in a six-month span. The **Data Science Practitioner Training Program** is a cohort-based training program that is offered both in person and virtually to Federal GSA employees for free. Students take core science courses in programming (Python & R), analytics (Tableau & MicroStrategy), D2D Content Management, and others. All of the tools taught in the training program are accessible in DSVD. Some of the training classes will vary in degrees of technical and business-oriented techniques and focus. Those who complete the training are key members of the DSPG. **If you are interested in this training program, please view the schedule [here](https://www.gsa.gov/website-information/accessibility-aids)** (<https://www.gsa.gov/website-information/accessibility-aids>). For more information on classes, please check our Github site [here](https://github.com/18F/better-government/wiki/OSTP-Innovation-Toolkit-Memo) (<https://github.com/18F/better-government/wiki/OSTP-Innovation-Toolkit-Memo>).

Your D2D Team is happy to provide you with additional information, resources or tech assistance. Our mission is to support you: let us know how we can help! If you are interested in becoming a Data Practitioner at GSA, participating in any of the training sessions, or would like to be included in the DSPG Working Group meetings, please contact us at: [AskD2D@GSA.GOV](mailto:AskD2D@GSA.GOV) (<mailto:askd2d@gsa.gov>).

Follow us on Slack! #data-science-dspg

**Training Feedback Appreciated!**





# Freedom of Information Act (FOIA)

**i** Due to the COVID-19 pandemic, GSA has adjusted its normal operations to balance the need of completing its mission as effectively and efficiently as possible while also adhering to the recommended social distancing for the safety of our staff. As a result, you may experience a delay in receiving an initial acknowledgment as well as a substantive response to your FOIA request or appeal. We will be able to acknowledge requests made electronically more quickly than by mail. You may reach out to our FOIA Requester Service Center and FOIA Public Liaison if you have any questions about your request. We apologize for this inconvenience and appreciate your understanding and patience.

GSA's mission is to deliver the best value in real estate (including construction, operations and maintenance of Federal buildings) leases, acquisition, utilization of real and personal property and technology services to government and the American people.

The 1966 Freedom of Information Act (FOIA) permits any person to request access to Federal agency records or information. Federal agencies are required to disclose any information requested under the FOIA unless it falls under one of nine exemptions which protect interest such as personal privacy, national security and law enforcement.

Before making a request, first see if the information is already publicly available. You can find useful information on this website to include our Electronic Reading room, GSA Policies, reports and GSA's Annual FOIA Report folders. In addition, you can search [FOIAonline](#) for prior released information. When you make a FOIA request, you must describe the records that you want as clearly and specifically as possible. While agencies strive to handle all FOIA in a customer-friendly fashion, the FOIA does not require them to do research for you, analyze data, answer written questions, or in any other way create records in order to respond to your request.

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All FOIA requests for the GSA must be electronically submitted via the [FOIAonline](#) application at the link provided, or sent to the mailing address below:

U.S. General Services Administration  
FOIA Requester Service Center (LG)  
1800 F Street, NW, 7308  
Washington, DC 20405-0001  
Fax: [202-501-2727](tel:202-501-2727)

If you have any questions **concerning GSA FOIA requests**, please email [GSA.FOIA@gsa.gov](mailto:GSA.FOIA@gsa.gov).

GSA's FOIA Public Liaison is responsible for assisting in reducing delays, increasing transparency and understanding of the status of requests, and assisting in the resolution of disputes.

David Eby  
**Attorney-Advisor / FOIA Public Liaison**  
[202-213-2745](tel:202-213-2745)  
[David.eby@gsa.gov](mailto:David.eby@gsa.gov)

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All requests for GSA Office of Inspector General (OIG) documents must be sent to the mailing address, fax number or e-mail address shown below:

OIG Freedom of Information Act Officer  
GSA, Office of Inspector General (JC)  
1800 F Street, NW, Room 5326  
Washington, DC 20405

Fax: [202-501-0414](tel:202-501-0414)  
Email: [OIGFOIA-PrivacyAct@gsaig.gov](mailto:OIGFOIA-PrivacyAct@gsaig.gov)

If you have any questions **concerning GSA OIG FOIA requests**, please call [202-501-1932](tel:202-501-1932).

OIG's FOIA Public Liaison is responsible for assisting in reducing delays, increasing transparency and understanding of the status of requests, and assisting in the resolution of disputes.

Chris Pehrson  
**FOIA Public Liaison**  
[202-273-3049](tel:202-273-3049)  
[Christopher.Pehrson@gsaig.gov](mailto:Christopher.Pehrson@gsaig.gov)

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**References:**

- [FOIA Regulations, 41 CFR Section 105-60 \[PDF - 316 KB\]](#)
- [Public Information Handbook \[PDF - 50 KB\]](#)
- [Your Right to Federal Records \[PDF - 277 KB\]](#)

**GSA**

Delivering effective and efficient government services for  
the American people



REAL ESTATE

A photograph of the United States Capitol building in Washington, D.C., featuring its iconic neoclassical architecture with large columns and a pediment. An American flag is visible on the left.


BUY THROUGH US

A close-up photograph of a metal shopping cart filled with several cardboard boxes. Some boxes are labeled 'FRAGILE' with a corresponding icon.

SELL TO GOVERNMENT

A photograph showing a person's hands in a business suit using a pen to point at a calculator on a wooden desk. A laptop is partially visible on the right.

TECHNOLOGY

A graphic illustration featuring a large, dark grey cloud shape in the center, with a blue and white grid pattern resembling a server rack or data center in the background.

# PER DIEM LOOK-UP

## 1 Choose a location

State

- Select -

OR

City (optional)

OR

ZIP

Rates for Alaska, Hawaii, U.S. Territories and Possessions are set by the [Department of Defense](#).

Rates for foreign countries are set by the [State Department](#).

## 2 Choose a date

Select Fiscal Year

- Select -

OR

Travel start date (mm/dd/yyyy)

Travel end date (mm/dd/yyyy)

Rates are available between 10/1/2012 and 09/30/2023.

# NEWS

Jan 25	<a href="#">GSA’s Workplace Innovation Lab opens to federal agencies</a>
Jan 10	<a href="#">GSA Issues RFI to Seek Input from Industry on Carbon Free Electricity Offerings</a>
Jan 6	<a href="#">GSA Announces New Political Appointees</a>

# UPCOMING EVENTS

All News

Jan 31 [Making Market Research Easy-Enhancing Industry Partnerships \(1/31/2023\)](#)  
📍 Online

Jan 31 [Evaluation of Quotes and Proposals 1/31/2023](#)  
📍 Online

Feb 1 [Real CORs of the Federal Government 2/1/2023](#)  
📍 Online

All Upcoming Events

# FOCUS ON ...

ENVIRONMENT



LAND PORTS OF ENTRY



SMALL BUSINESS





# Website Policies

This page explains website policies, procedures, and required links for GSA websites.

- [Accessibility Policy](#)
- [Linking Policy](#)
- [Privacy and Security](#)
- [Required Links](#)
- [Social Media Sites](#)

## Accessibility Policy

We are committed to providing access to all individuals—with or without disabilities—seeking information on our site. We’ve built this website to conform to the [Section 508 of the Rehabilitation Act](#) [↗](#) (as amended), which requires that all individuals with disabilities (whether federal employees or members of the general public) have access to, and use of, information and data comparable to that provided to individuals without disabilities, unless an undue burden would be imposed on us.

### If you have trouble viewing content

If you have difficulty accessing information on this site, particularly if using assistive technology, please [contact us](#). You can do this by emailing us the following information:

- URL (web address) of the material you tried to access
- the problem you experienced
- your contact information

We’ll get back to you as soon as we can, and attempt to provide the information you’re seeking.

### 3rd-party plug-ins

Some content on this website may require use of a 3rd-party plug-in to view. Visit our [Accessibility Aids page](#) to find links to these plug-ins/accessibility aids. Please note these are non-government sites and GSA does not endorse these products. They’re listed only for your convenience. Your questions about a tool should be directed to the respective vendor.

## Linking Policy

Our site contains links to information created and maintained by other public or private organizations. We provide these links solely for your information and convenience. If you select a link to an outside website, you’re leaving the GSA.gov website and are subject to the privacy and security policies of the external website.

### Evaluation criteria


We evaluate all links to external websites using the following criteria:

- Is the website’s content relevant, useful and authoritative?
- Does the website’s information appear to be accurate and current?
- Does the website complement existing information, products and services?
- Is the website accessible and applicable to a complementary audience?
- Is the primary intent of the website to educate and inform, rather than persuade, convert, or sell? The site may include advertising but must be free from heavy marketing or promotion of products.
- Is the website an official government-owned or supported website? If not, does the website provide government information and/or services in a way that is not available on an official government website?
- Does the website provide information free of charge?
- Is the website content consistent with sound public policy? Does it support the mission of GSA and its programs?

### Links to other websites

This website links to publicly available websites that are government-owned or government sponsored, including domains ending in .gov, .mil and .us. We may also link to quasi-government agencies and websites created by public/private partnerships; state and local government sites (e.g., [maryland.gov](#) for the State of Maryland); and government-sponsored websites that end in .com, .org, or .net (e.g., [usps.com](#) for the U.S. Postal Service).

This website may link to non-government websites, if they provide relevant information that’s not available on an official government website. We provide these links as a public service only; the U.S. government, including GSA, neither endorses nor guarantees in any way the external organizations, services, advice, or products included in these website links. Furthermore, the U.S. government neither controls nor guarantees the accuracy, relevance, timeliness or completeness of the information contained in non-government website links.

Other government and non-government links with the “external link” icon  indicate that you are leaving the GSA website when you click the link.

**Disclaimer of endorsement**

The GSA.gov website includes hypertext links, or pointers, to information created and maintained by other public and/or private organizations. We provide these links and pointers only for your information and convenience. When you select a link to an outside website, you are leaving the GSA.gov site and are subject to the privacy and security policies of the owners/sponsors of the outside website.

- GSA does not control or guarantee the accuracy, relevance, timeliness, or completeness of information contained on a linked website.
- We do not endorse the organizations sponsoring linked websites and we do not endorse the views they express or the products/services they offer.
- The content of external, non-Federal websites is not subject to Federal information quality, privacy, security, and related guidelines.
- We cannot authorize the use of copyrighted materials contained in linked websites. Users must request such authorization from the sponsor of the linked website.
- We are not responsible for transmissions users receive from linked websites.
- We do not guarantee that outside websites comply with Section 508 (accessibility requirements) of the Rehabilitation Act.

**Prohibitions**

GSA will not link to any website that exhibits hate, bias, or discrimination. Furthermore, we reserve the right to deny or remove any link that contains misleading information or unsubstantiated claims, or is determined to be in conflict with GSA’s mission or policies.

**Privacy and Security**

GSA will collect no personal information about you other than statistical information that can be used to make the site more



We use Google Analytics to collect and store information about your visit to our site. This information includes:

- Environmental information such as the location of your IP address, the language you are browsing in, and the technical specifications of the device and browser you are using;
- Behavioral information such as the date and time of your visit, the pages you visit, links you clicked on the site, and the name of the domain from which you access the Internet (i.e., DHS.gov if you are connecting from a DHS account, or GMU.edu if you are connecting from George Mason University’s domain); and
- Acquisition information such as the Internet address of the website you came from if it linked you directly to GSA.gov and search terms that you enter into the GSA.gov search tool.

If your browser accepts cookies, we may use a session cookie to learn how many different visitors come to GSA.gov. We use this information for statistical purposes and to help us make our site more useful. We do not collect personally identifiable information nor do we sell this data to anyone.

[Learn more about how Google Analytics safeguards data](#).

**Cookies and GSA.gov**

**Use of Cookies on GSA.gov:** GSA creates a session cookie when you visit and destroys it as soon as you close your browser. Google Analytics as configured on GSA.gov also uses first-party (persistent) cookies to:



- Distinguish unique users (last for up to 2 years if you never clear your cookies)
- Throttle the request rate (last for up to 1 minute)

If you don't want to accept cookies, you can edit your browser's options to stop accepting persistent cookies or to prompt you before accepting a cookie from the websites you visit. Here's how you can [disable cookies and/or Google Demographic and Interests reports](#) [↗](#).

Although using persistent cookies allows us to deliver a better experience for you, this site will also work without them.

For more information on privacy and security, [see our Privacy and Security Policy](#).

## Information You Send Us

When you send us personal information (e.g., in an electronic mail message containing a question or comment) or by filling out a form that email us this information, we only use this information to respond to your request. Such application information is carefully protected by the agency and not available in or retained by web tracking software. We may forward your email to the government employee who can best answer your questions. We do not disclose, give, sell, or transfer any personal information about our visitors, unless required for law enforcement or statute.

We want to make it clear that we will not obtain personally identifying information about you when you visit our site, unless you choose to provide that information to us. Except for authorized law enforcement investigations, or as otherwise required by law, we do not share any information we receive with anyone else.

## Security

For site security purposes and to ensure that this service remains available to all users, our web servers use industry-standard methods to monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage. Unauthorized attempts to upload information or change information on GSA servers are strictly prohibited and may be punishable by law, including the Computer Fraud and Abuse Act of 1986 and the National Information Infrastructure Protection Act.

The [Vulnerability Disclosure Policy](#) describes what systems and types of research are covered under this policy, how to send vulnerability reports, and how long we ask security researchers to wait before publicly disclosing vulnerabilities.

## Reuse and Copyright

Most material on our site is free of copyright and may be copied and distributed without permission. Citation of the GSA site and a link back is much appreciated.

We sometimes use photos or graphics that we licensed or that are restricted. Check to see if there is a copyright or photo credit. You need to request permission from the original source to use this material. Find out more about [copyright and other rights pertaining to U.S. Government works](#) [↗](#).

If you have any questions about these policies, please [contact us](#).

## Required Links

Federal agencies are required to provide the following links/information on our websites.

- [GSA Privacy Policy](#)
  - [Section508.gov Privacy Policy](#) [↗](#)
- [Budget and Performance](#)
- [Orders & Directives](#)
- [Freedom of Information Act Requests](#)
- [No FEAR Act](#)
- [Reports](#)

## Social Media Sites

Where we manage a presence on social media sites to share government information and engage with our audience, we do not collect any personally identifiable information through those sites. We do not use personal information made available by the third-party sites. If you submit a question or comment to us via a social media tool or platform, we may reply directly to you via that platform, but we don't track or record any information about individuals who use or interact with us via those platforms.

See [GSA Privacy Impact Assessments](#).